



University of West Attica
School of Public Health
Department of Public and Community Health

**Regulation for the Operation of the Mechanism for the Management of
Student Complaints and Objections**

December 2023

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Article 1 | Introduction

- 1.1 The Department of Public and Community Health applies for all of its Postgraduate Programmes the "Regulation for the Operation of the Mechanism for the Management of Student Complaints and Objections", as provided for in the framework of the operation of the School of Public Health and the University of West Attica and through the institution of the Student Advocate (<https://advedu.uniwa.gr/>). This procedure applies to all complaints concerning the quality of the educational and administrative services provided by the Department.
- 1.2 A "Complaint" is henceforth considered to be an expression of dissatisfaction on the part of a student of the Department, due to the disappointment of his/her expectations regarding the quality level of the services provided (educational and administrative).
- 1.3 The management and protection of personal data subject to this regulation is carried out in accordance with the "Code of Ethics and Conduct of Research" of the University of West Attica, which is available at the following link: <https://research-ethics-comittee.uniwa.gr/kodikas-deontologias/>.

Article 2 | Objective

- 2.1 The Complaints Management Policy is aimed at active students of the Postgraduate Programmes and aims to resolve a disagreement or problem, such as:
 1. Disagreement on matters of study and attendance
 2. Inappropriate behaviour by a member of academic or administrative staff
 3. Inadequate guidance of students by a member of academic staff
 4. Inadequate guidance of students by an administrative staff member

Article 3 | Scope of application

3.1 An oral and/or written complaint is submitted when an action or decision of a member of the staff or collective body of the MSc is not in accordance with any of the following:

1. The Regulations of Studies and Attendance
2. The Codes of Ethics and/or relevant policies relating to the(s):
 - Teaching
 - Research
 - Acceptable Use of Information and Communication Technology Services and Systems
 - Intellectual Property and Intellectual Rights
 - Data Protection Rights
 - Postgraduate Studies with Research Orientation
 - Workplace Behaviour
 - Equality and anti-discrimination
 - Combating Harassment and Sexual Harassment
3. Other policies/regulations/rules and/or circulars governing the operation of the University that fall within the scope of teaching and learning. It is understood that students are required to study the contents of the above Rules, Regulations and Codes in order to be aware of their rights and obligations during their studies in the Postgraduate Programmes.

Students are also expected to approach their Academic Advisor for guidance and support on issues of concern related to or affecting their studies and attendance. Academic Advisors are expected to respond promptly to relevant requests from students.

3.2 There are three thematic categories where student complaints may arise, which relate to:

1. Academic issues, such as:

- Courses and laboratories teaching
- Feedback/communication with lecturers/supervisors/tutors
- Exams

2. Study and student life support services, such as:

- Study and Student Services (registration, examination schedule, accommodation, financial or other support)
- Department secretariat
- Mental Health Centre
- Facilities
- International Student Mobility
- Financial matters
- Library issues
- Labour issues
- Health and Safety issues
- Physical Access Issues on Campus
- Electronic access issues

3. Harassment and Sexual Harassment Issues

Complaints for cases listed below are only governed by the grievance procedures as set forth in the respective Policies, Codes of Conduct or Attendance Regulations:

1. Automatic Termination of Attendance
2. Housing in student residences
3. Course grading
4. Harassment and Sexual Harassment

Article 4 | Complaints Management Area

4.1 In all cases, the submission of complaints is not a reflexive option or reaction to any unmet request by a student. Good-natured discussion and a willingness to resolve a problem interpersonally is a key academic strategy and should be chosen before the problem acquires the potential rigidity of a complaint.

4.2 Complaint Procedure

The following steps apply to all of the subject categories of complaints in paragraph 3.2.

Step 1: Direct resolution

The student, in accordance with the guidance received from his/her Academic Advisor, is encouraged to contact the appropriate person directly regarding the complaint in order to explore resolution or service actions. The student should submit the complaint within 30 days of the day the problem occurs. It is clarified that; a complaint may also be submitted through student representatives.

Step 2: Resolution/Consideration of the Complaint by the Academic Advisor

In cases where, after the direct resolution process is completed, the student objects to the resolution or the situation is still problematic, the student may submit the complaint to his/her Academic Advisor via email and request a hearing at the designated office hours. The Academic Advisor will review the complaint with the student and propose a resolution. The Academic Advisor shall, at his/her discretion, contact other members of the Department to request their assistance in resolving the problem.

Step 3: Resolution/Consideration of the Complaint by the Department Head

In cases where, after completion of the Academic Advisor's mediation process, the student objects to the resolution or the situation is still problematic, then

the student, may submit his/her complaint in writing to the Department Head via protocol using the designated "COMPLAINT SUBMISSION FORM" (see Appendix I), which includes, but is not limited to, the hearing and mediation process followed. Thereafter, the Department Head shall take the necessary steps to review/investigate the problem. He/she may, depending on the nature of the problem, call the student for a hearing and request the assistance of any member or body of the Department, or refer the complaint to the Department Assembly. In cases where the Department Chair refers the grievance to the Department Assembly, the decision is final and the student may not file an appeal and use the fourth (4th) step of this procedure. Finally, within a reasonable period of time, and depending on the nature of the problem and the urgency of the matter, the student will be duly informed of the outcome, of the actions taken and the decisions made regarding the complaint he/she has made.

Step 4: Objection and Final Review of the Complaint

In cases where, after the administrative review of the complaint (Step 3) has been completed, and before the final decision of the Department Assembly, the student objects to the resolution or the situation is still problematic, then the student may resubmit his/her complaint in writing to the Department Assembly via protocol, using the specific "COMPLAINT SUBMISSION FORM" (see Appendix 1) which includes, but is not limited to, the hearing, mediation and administrative review process followed. In cases where the Department Head has already requested the assistance of the Department Assembly at the Administrative Review stage, the student may not submit an objection and use this step of the procedure. The decision taken by the Department Assembly is final.

Appendix I



University of West Attica
School of Public Health
Department of Public and Community
Health

COMPLAINT SUBMISSION FORM

To: Head of the Department of Public and Community Health

No. Document Reference (to be completed by the recipient):

Name:

ID Number:

Postgraduate Programme Title:.....

Year of study:.....

Mobile phone number:

E-mail:

Complaint Subject:.....

Please state briefly and clearly the problem you encountered or your complaint about the services offered (educational, administrative, etc.).

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I declare that I expressly and unreservedly consent to the processing of my personal data for the purpose of managing my complaint. Additional documents relating to the matter are attached.

Signature of the Applicant:.....

Date:.....

If a false statement of facts is found during the complaint investigation process, the complaint will be declared inadmissible and will not be considered further.